

Overview of the Office of Human Rights

The Office of Human Rights' mission is to enforce Federal, State, and County anti-discrimination laws in housing, commercial real estate, employment, public accommodation & intimidation and promote increased understanding and tolerance among diverse groups.

Enforce Federal, State, and County Non-Discrimination Laws

What: Investigate and resolve formal complaints of discrimination in employment, housing commercial and residential real estate transactions, public accommodations and intimidations through a formal complaint process or mediation.

How: Provide technical assistance, perform intake analysis and community mediation based on community queries.

Provide support services as a mechanism for reporting, investigating, monitoring and analyzing hate/violence incidents.

- Percent of cases that have completed their investigation within 24 months. Target is 95%
- Percent of cases that have a Letter of Determination issued within 30 days of completed investigation by investigator. Target is 95%
- Percentage of referred cases that are mediated successfully. Target is 50%
- Percent reduction (or increase) in the average closeout time of cases (formal complaints) over the prior year. Target is 10%

Community Outreach and Education

What: Community Outreach and Education

How: By supporting and promoting the Human Rights Commission and Committee on Hate Violence on their outreach and education efforts.

Participate or, in partnership with other local/state/federal offices, conduct various forums to promote increased understanding and tolerance among diverse groups.

- Customer Satisfaction Survey of the Human Rights Commission (**CountyStat will develop the survey instrument and questions**)

Monitor the County's Fair Housing Ordinance

What: Monitor the County's Fair Housing Ordinance.

How: Through Interagency Fair Housing Work Group, Coordinate activity of county departments, offices, and agencies to prevent housing discrimination.

Perform testing of housing providers.

- Percent of housing providers in full compliance with Fair Housing Laws based on Office of Human Rights selected matched pair testing.

